<u>eNavFit Tips, Tricks, and Best Practices</u>

(Last Updated 22 March 2022)

This list is your go-to source for tips, tricks, and best practices while using eNavFit. The eNavFit team is diligently working with the development team on permanent solutions for the best user experience and will update this document frequently. Stay tuned!

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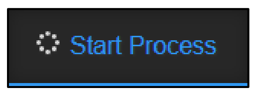
1. I know I acknowledged my role as a Reporting Senior (RS) and assigned a Trusted Agent (TA), so WHY CAN'T PEOPLE FIND ME?

For RS acknowledgement, a <u>key</u> step is getting missed – clicking on the blue "Submit" button after acknowledgement. Without doing that, the system does not update with the new RS information.

Similarly, after sharing your queue with your TA, you must select "Start Process".



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2. I got an "orphan report" error – what do I do?

This error occurs when there are two of the same reports, likely from one created when the member was added to the SG, and a report was started outside of the SG.

a. Change the affected Summary Group status back to "Active"
b. Download the Appraisal Manager (select the "Download" button that appears when you open a Summary group [Manage Summary Group > Active > Open]), the file name should be "eNavFit-FE Manager-XXX", save to preferred location.
c. Once the Appraisal Manager is saved, return to the opened summary group and change the status to "Delete". Select "Ok" to the pop-up, then select save. After saving, close the SG Task browser window
d. Select the "Start Summary Group" tab
e. Select "Upload Offline Form"
f. Select "Browse", locate the downloaded Summary Group, upload here
g. Once the file appears with the file size on screen, select submit.
NOTE You may receive an email saying the upload failed, but this is another issue we are researching. Please ignore and continue to the next step.
h. Select the "Start Summary Group" tab
i. Locate and "Open" the uploaded Summary Group (should be named the same as the original)
j. Change the Summary Group status to "Sign" (the system should move the summary group to a sign status if the above steps successfully cleared the orphan error)

3. How to remove/delete a report from a summary group (SG)

There are two options (we are working to make it easier):

a. Delete online

1) Open the SG with the report that needs to be removed
2) Select the “Reports” Tab
3) Select the show/hide toggle next to the member who needs to be removed to display all of the report information
4) Select the “Report” Tab
5) On the Report Tab, turn the “Ops Cdr” toggle on (this should turn the regular toggle “off”)
6) Select “Remove” from the status dropdown
7) Select “ok” in the pop-up
8) Select “Save”
9) Close “SG Task” Browser window
10) Select “Manage Appraisal” from the main menu options
11) Select “Appraisals I have Access To”
12) Select “Open” next to the report for the member you removed
13) The report should open in the Appraisal Task browser window; once opened, select the “Delete” button
14) Select ok in the pop-up
15) System auto-saves and refreshes. After the refresh, close the appraisal task browser window
16) Select the Manage Appraisal option to refresh your lists
17) Select “Appraisals I have Access To”
18) Report should be deleted

~ OR ~

b. Delete offline

1) Open the SG via “Manage SG” tab
2) While on the “Reporting Senior” tab, select “Download”
3) Select “ok” in the pop-up
4) Select “Save As” for the “eNavFit-FE Manager-…” .PDF; save to local desktop or preferred folder.
5) Open the .PDF file using Adobe Reader, click “Enable All Options” if prompted.
6) Click on the black folder icon (View/Edit) next to the report that needs removed.
7) Under “Status”, click “Delete”, save the .PDF at the top left.
8) Upload the .PDF via “Start SG” tab > “Upload an Offline Form”.
9) Ensure to wait for the progress bar to show complete, then select “Submit”
10) Open the SG, verify that the report has been deleted.

4. Steps to enable multiple UICs in an officer summary group

UPDATE – THIS IS NO LONGER REQUIRED.

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5. Steps to report on multiple UICs

UPDATE – "DUAL-HATTED" TOGGLE NO LONGER REQUIRED TO BE ON. ENSURE REPORTING SENIORS RE-ACKNOWLEDGE THEIR ROLE WITH THE TOGGLE OFF, UNLESS THEY ARE OFFICIALLY DESIGNATED AS DUAL-HATTED.

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6. "Designator not matching summary group designator" error when member is attempting to start appraisal

The Trusted Agent or Reporting Senior will need to add the member to the Summary group by completing the following steps:

a. Open the Summary Group that the member needs to be added to
b. Select the Reports Tab
c. Select the "Show/Add" Toggle
d. Search for the Member by DODID or email address associated with their BOL account
e. Select "Add"
f. Select "Save"

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7. Why can't I sign my report?

Though not all-inclusive, below are some of the common reasons why a member cannot sign a report:

a. On a FITREP, a reviewer has been assigned as either a "Rater" or "Senior Rater." FITREPs do not have either, so when a reviewer is assigned to a FITREP, it creates an error in the system, and the member cannot sign (or even see) the report.
b. On any report type, the Reporting Senior was selected as the "Regular Reporting Senior" in the reviewer list. "Regular Reporting Seniors" are only for Concurrent reports. If it is not a Concurrent report, this will create an error, and the report cannot be signed.
c. The Summary Group status has not been changed to "Sign." The only two instances when either the Reporting Senior or Trusted Agent must manually change the status of the Summary Group are from "Active" to "Route" and from "Reviewed" to "Sign". All other status changes will occur automatically when all actions have been completed within a status.

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8. I signed my report, but when I view it as a. PDF, the signature is gone

This is a known issue that is being actively addressed. In the meantime:

a. Reporting Senior or Trusted Agent, change the status of the Summary Group back to “Active.” This will clear out all signatures.
b. Change the status to “Sign” and save.
c. Once all roles have signed all reports, the status should change to “signed.”
d. Open each report as a. PDF (select “View Report” under “Manage Summary Group”) to ensure the digital signatures are present (this is also good practice to ensure the Remarks block looks the way it is supposed to).
e. If all signatures are present, submit to PERS.

NOTE – ENSURE TO NOT CLICK “SAVE” AFTER SIGNING. SIGNING AUTOMATICALLY PROMPTS A SYSTEM SAVE. CLICKING “SAVE” CAN CAUSE THE SYSTEM TO SENSE A CHANGE POST-SIGNING, AND CLEAR ALL SIGNATURES.

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9. Why are certain blocks not capitalized?

Adobe User Experience has limited spell-check capabilities. Although blocks may appear automatically capitalized while in eNavFit, the report will reflect whatever case it was typed in. If a block is required to be capitalized, ensure to input it with the Caps Lock on. **Additionally, always select “View Report” to ensure everything looks correct, to include required case-sensitive blocks.**

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10. Why does my summary group say “Submitting” and not “Submitted”?

There are several reasons that a Summary Group may be in a “Submitting” status. The program that pulls all of the data from Summary Groups and populates dozens of Pay and Personnel systems pulls batches from the “Submitting” status. Once that program completes data migration, it pulls another batch, and so on. If the program encounters any errors, it sends the Summary Group to Quality Control, which is done by personnel in PERS-32, and takes time. Also, anytime BOL downtime (planned or unplanned) will affect processing time. If your Summary Group is stuck in a “Submitting” status, please contact MNCC.

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11. What should I do if my submitted reports were rejected?

All rejected reports from eNavFit are manually processed and cannot be re-submitted through eNavFit. However, the downloadable forms can be used and digitally signed, then mailed or sent to the PERS-32 reject email: P32REJECTS@NAVY.MIL. A customer service clerk is also available to assist with rejected reports.

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12. What should I do when I receive a "reporting senior not found" error?

If the reporting senior has NOT acknowledged their User Role, the error "Reporting senior not found" will be displayed after the DODID or email address is input and the search button or enter is pressed. Under "Start Appraisal," the "Reporting Senior Not Found" error will occur if the Reporting Senior has not acknowledged their role and selected the blue submit button. The "Reporting Senior Not Found" error will also occur under "Start Summary Group" if the Reporting Senior hasn't acknowledged their role in the system and hasn't added a Trusted Agent to act on their behalf.

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13. How should I address reports that cannot be signed by raters, senior raters, or members?

If any of the signatories cannot sign a report, aside from the Reporting Senior (mandatory), the RS or TA can apply "Alternate Signatures" (toggle next to each signature) and select a reason from the drop-down menu. Ensure not to leave the reason blank, as this is required by policy, but the system is missing this validation (being addressed), which has resulted in eNavFit-submitted SGs being rejected by PERS.